

# Candidate Information Bulletin



## STATE OF UTAH Massage Therapist Massage Apprentice

### Examinations

- Utah Massage Theory Examination
- Utah Massage Laws and Rules Examination

### Licensure Process

Upon completion of all licensure requirements, including passing the examination, submit a complete application for licensure to:

By U.S. Mail

**Division of Occupational and Professional Licensing**  
P.O. Box 146741  
Salt Lake City, Utah 84114-6741

By Delivery or Express Mail

**Division of Occupational and Professional Licensing**  
160 East 300 South, 1<sup>st</sup> Floor, Main Lobby  
Salt Lake City, Utah 84111

Applications for licensure are available on the Internet at [www.dopl.utah.gov](http://www.dopl.utah.gov).

You may also obtain a license application from:

**Thomson Prometric**  
**ATTN: UT Massage**  
1260 Energy Lane  
St. Paul, MN 55108  
800.882.3981  
[www.exporonline.com](http://www.exporonline.com)

### Examinations by Thomson Prometric

The UT Division of Occupational and Professional Licensing has contracted with Thomson Prometric to conduct its examination program. Thomson Prometric provides computerized examinations through the multistate Prometric Testing Network of testing centers, including Utah sites in Taylorsville and St. George. A complete list of testing centers is available on our Web site at [www.exporonline.com](http://www.exporonline.com).

### Registering and Scheduling for the Examination

Thomson Prometric encourages you to **register and schedule** online in one easy step. Refer to the *Internet Registration and Scheduling* section below for more information.

You may also register by phone, fax or mail. If you choose to **register** using fax or mail, you must then **schedule** your examination appointment (see *Scheduling the Examination Appointment* section).

### INTERNET REGISTRATION AND SCHEDULING

You may register and schedule your examination online with Thomson Prometric at any time using our Internet Registration Service and Scheduling Service at [www.exporonline.com](http://www.exporonline.com). To use this service on our Web site, follow these easy steps:

- Go to [www.exporonline.com](http://www.exporonline.com) and select **For Test Takers**.
- Choose **Utah** from the list of states provided.
- Under the **Healthcare** section, click on **Healthcare License Exams**.
- Click on **Online Registration and Scheduling**.
- Follow the simple, step-by-step instructions to complete the registration process. Please have your MasterCard or Visa available for online payment of examination fees.
- Complete the process by scheduling your examination appointment online.

If you require ADA accommodations, please refer to the *Special Test Considerations* section.

### PHONE REGISTRATION

You may register and schedule your examination with one phone call. Please have your Examination Registration Form and your Visa or MasterCard available before you call 800.882.3981 between 6 a.m. and 7 p.m. (Mountain time).

### FAX REGISTRATION

You may fax your completed Examination Registration Form to 800.347.9242. You must include the MasterCard or Visa number and the cardholder's signature on the fax. You may then schedule your examination by calling 800.882.3981.

### MAIL REGISTRATION

You may mail the completed Examination Registration Form to Thomson Prometric and it will be processed within two business days from the time it is received. (Please allow four to eight days for mail delivery.) You may pay by including a MasterCard or Visa number, money order, company check or cashier's check. Personal checks and/or cash are not accepted. You may then schedule your examination by calling 800.882.3981.

### SCHEDULING THE EXAMINATION APPOINTMENT

Thomson Prometric encourages you to **register and schedule** online in one easy step. Refer to the *Internet Registration and Scheduling* section for more information.

If you choose to **register** using fax or mail, you must then **schedule** your examination appointment. To schedule online, refer to the *Internet Registration and Scheduling* section. To schedule by phone, call Thomson Prometric 6 a.m. and 7 p.m. Mountain time, Monday through Friday. Schedule your exam early to get your preferred site and time.

Testing does not take place on the following holidays or weekends on which the holiday falls:

- Martin Luther King Jr. Day      ▪ Labor Day
- Presidents Day                  ▪ Thanksgiving Day and Friday after
- Memorial Day                    ▪ Monday after Christmas
- Independence Day              ▪ Friday before New Year's weekend

**Note:** Be advised that there may be additional state-observed holidays in the state where you schedule your exam appointment.

### RESCHEDULING YOUR APPOINTMENT

To avoid an additional fee, you must contact Thomson Prometric at least **three full business days** before the day of your originally scheduled appointment. Rescheduling fees will apply as follows:

- **No fee** if you reschedule on the fourth business day or sooner prior to your appointment date.
- **\$40 fee** if you reschedule one to three business days before your appointment date. *Note:* Payment must also be received in the one to three day time frame.
- **Another full examination fee** if you reschedule on or after your appointment date.

**Before you reschedule your examination,** refer to the chart below to determine the *last day* you may reschedule without paying an additional fee.

**Note:** The schedule below does not include holidays.

If your exam is on:	Call by 7 p.m. Mountain time the previous: (this is the last day you may call without paying a rescheduling fee)
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

You may pay any additional fee with Visa or MasterCard and reschedule your appointment online or by calling Thomson Prometric. You may also pay the rescheduling fee by mailing a cashier's check, company check, money order, Visa or MasterCard information to Thomson Prometric.

### ABSENT OR LATE FOR THE EXAM APPOINTMENT

If you miss your appointment, or arrive late for your appointment and are not allowed to test, you will need to reschedule your exam and pay another full examination fee.

If you are unable to attend your scheduled examination due to illness or emergency, call Thomson Prometric. Under certain circumstances, the fee to reschedule may be waived. Thomson Prometric reserves the right to request documentation to support any illness or emergency claim.

### EMERGENCY CLOSINGS

In the event of severe weather or an emergency, Thomson Prometric may need to cancel scheduled exams. Thomson Prometric will attempt to contact you by phone or e-mail; however, you may check for test site closures by calling Thomson Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for testing, your fee will be forfeited and you will need to reschedule your exam and pay another full examination fee.

### Special Test Consideration

If you require testing accommodations under the *Americans with Disabilities Act* (ADA), please call Thomson Prometric at 888.226.9406 to obtain an Accommodation Request Form. Reasonable testing accommodations are provided to allow candidates with documented disabilities, which are recognized under the *Americans with Disabilities Act* (ADA), an opportunity to demonstrate their skills and knowledge. Candidates should submit professional documentation of the disability with their application to help determine the necessary testing arrangements. Thirty days' advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

**Note:** If English is your second language, a language barrier is not considered a disability.

### What to Bring to the Exam

You must bring a current, valid and government-issued photo identification (driver's license, state-issued identification card or military identification).

### Regulations at the Test Center

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center:

- Only approved references are allowed during the examination. Photocopies of reference materials may NOT be used. No handwritten or additional notes are allowed in the reference books (no letters, words, diagrams, etc.). Any reference material that has been written in during the exam will be confiscated. Highlighting and permanent tabbing is acceptable prior to the exam. Please note that Post-it® notes are not permanent and will not be allowed. Sharing reference materials is not allowed. Reference materials will be checked at the examination site before and after the examinations.
- Candidates may not use any other reference materials, papers or study materials at the test center. Candidates found with these or any other aids will not be allowed to continue the exam and their answers will not be scored.
- Candidates may bring a calculator or slide rule to the test center. Only silent, handheld, solar or battery-operated, nonprogrammable calculators (without paper tape-printing capabilities or alphabetic keypads) may be used. Calculators will be available at the test center.

- Thomson Prometric is not responsible for items left in the reception area of the testing center. While lockers are provided, it is recommended that personal items not be brought into the testing center. Note the following:
  - Electronic equipment such as cameras, tape recorders, cell phones, PDAs and pagers are not permitted in the testing room and must be powered off while stored in a locker.
  - Other personal items not allowed in the testing room include digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), brief cases, purses, etc.
  - Pocket items (wallet, keys, etc.) must remain in candidate's pocket during testing or placed in a locker.
- Weapons are not allowed at the testing center.
- Candidates that leave the examination room while an exam is in progress must sign out/in on the roster and will lose exam time.
- Candidates will not be permitted to use any electronic devices or phones during breaks.
- No guests, visitors or family members are allowed at the testing center.
- Candidates who engage in any kind of misconduct or disruptive or offensive behavior, such as giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, rude or offensive language, or behavior that delays or interrupts testing, may be dismissed from the examination.

Failure to follow any of these security procedures may result in the disqualification of your examination. Thomson Prometric reserves the right to audio and videotape any examination session.

### Score Report

Candidates taking a computer-based exam will receive a Score Report at the conclusion of the examination. Candidates taking a paper-and-pencil exam at the St. George testing center will receive the Score Report by mail approximately two weeks after the exam date. The report will indicate **PASS** or **FAIL** and your percentage. The minimum score of **75 percent** is required to pass. The Score Report will provide you with information regarding the next step in the licensure process or information about retaking the examination.

#### DUPLICATE SCORE REPORT

To obtain a duplicate Score Report for computer-based exams, call Thomson Prometric. The fee is **\$20** per Score Report per exam.

### Strength and Weakness Report

If you do not pass the examination, you may request a Strength and Weakness Report by calling Thomson Prometric. Please wait at least 48 hours after receiving your Score Report before calling to request a Strength and Weakness Report.

This report will help you determine areas where more study is needed before you retake the test. The fee for this report is \$20 per examination. The report is only available for your most recent examination.

### Copyrighted Exam Questions

All test questions are the copyrighted property of Thomson Prometric, except questions directly based on Utah law, statutes or regulations. Such state-specific questions are the property of the State of Utah. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

### Certificate of Achievement

Candidates passing their examination deserve recognition for their accomplishment. Thomson Prometric has prepared a beautifully designed 8.5 x 11 Certificate of Achievement suitable for framing. We will print your name and the name of the exam you successfully completed on the Certificate using a calligraphy font. To obtain a Certificate of Achievement call Thomson Prometric. The cost is \$20.

### Appeal Committee

Our goal is to provide a quality examination and pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response concerning the exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must include your name, Social Security number, exam title, date tested and details of your concern including all relevant facts, your signature and return address. Mail your appeal letter to:

**Thomson Prometric**  
**ATTN: Appeal Committee**  
 1260 Energy Lane  
 St. Paul, MN 55108

The Appeal Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals will not be accepted, as an original signature is required.**

## Description of the Examinations

The Utah Massage Theory Examination consists of 100 multiple-choice questions. You will have three hours to complete the examination. The Utah Massage Laws and Rules Examination is an open-book exam and consists of 30 multiple-choice questions. You will have one hour to complete the examination. Both examinations require a minimum of 75 percent of the questions answered correctly to pass the examination.

## Content Outline for the Utah Massage Theory Examination

- |                                       |            |
|---------------------------------------|------------|
| <b>I. Anatomy and Physiology</b>      | <b>50%</b> |
| 50 questions                          |            |
| a. Definitions of Terms               |            |
| b. Organization of the Body           |            |
| c. Cells and Tissues                  |            |
| d. Skeletal Systems                   |            |
| e. Skeletal Muscles                   |            |
| f. Cardiovascular Systems             |            |
| g. Lymphatic Systems                  |            |
| h. Membranes and Glands               |            |
| i. Nervous System                     |            |
| j. Digestive System                   |            |
| k. Respiratory System                 |            |
| l. Kinesiology                        |            |
| <b>II. Massage Theory</b>             | <b>20%</b> |
| 20 questions                          |            |
| a. Basics of Massage                  |            |
| b. Physiological Effects              |            |
| c. Effleurage                         |            |
| d. Petrissage                         |            |
| e. Tapotement                         |            |
| f. Friction                           |            |
| g. Vibration                          |            |
| h. Joint Movement                     |            |
| i. Acupressure and Trigger Point      |            |
| j. Lubrication                        |            |
| <b>III. Clinical Situations</b>       | <b>20%</b> |
| 20 questions                          |            |
| a. Contraindications & Pathology      |            |
| b. Techniques for Specific Conditions |            |
| <b>IV. Hydrotherapy</b>               | <b>5%</b>  |
| 5 questions                           |            |
| a. Indications - Contraindications    |            |
| b. Effects                            |            |
| c. Techniques                         |            |
| d. Effects of Temperature             |            |
| <b>V. Hygiene and Sanitation</b>      | <b>5%</b>  |
| 5 questions                           |            |

## References for the Utah Massage Theory Examination

1. *Milady's Theory and Practice of Massage*, 1994, Milady Publishing
2. *The Anatomy Coloring Book*, 1993, Kapit and Elson, Harper and Row

## Content Outline for the Utah Massage Laws and Rules Examination

The following lists the content areas covered in the exam and the percentage of questions for each subject area.

- | <u>Subjects</u>  | <u>Percentage of Questions</u> |
|--|--------------------------------|
| I. Massage Practice Act, 58-47b, and<br>Massage Practice Act Rules, R156-47b | 30%                            |
| A. Massage Licensing   |                                |
| B. Massage Unlawful Conduct and<br>Unprofessional Conduct                    |                                |
| II. DOPL Act, Title 58-1; General Rules of<br>DOPL, Title R156-1             | 70%                            |
| A. General Licensing Procedures  |                                |
| B. General Licenses  |                                |
| C. General Exemptions from Licensure   |                                |
| D. General Expiration, Renewal, and<br>Reinstatement of Licenses             |                                |
| E. General License Denial and<br>Disciplinary Action                         |                                |
| F. General Diversion   |                                |
| G. General Unprofessional and<br>Unlawful Conduct                            |                                |

## References for the Utah Massage Laws and Rules Examination

*The following references are allowed in the exam room.*

1. *Division of Occupational and Professional Licensing Act, Title 58-1*, May 2, 2005 Edition, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, UT 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
2. *General Rules of the Occupational and Professional Licensing, R156-1*, October 18, 2004 Edition, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, UT 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
3. *Massage Practice Act Rules, R156-47b*, March 7, 2005 Edition, Utah Division of Occupational and Professional Licensing, 160 East 300 South, P.O. Box 146741, Salt Lake City, UT 84114-6741, [www.dopl.utah.gov](http://www.dopl.utah.gov).
4. *Massage Practice Act, 58-47b*, April 30, 2001 Edition, Utah Division of Occupational and Professional Licensing, 160 East 300 South, P.O. Box 146741, Salt Lake City, UT 84114-6741, [www.dopl.utah.gov](http://www.dopl.utah.gov).

## Sample Questions

1. Which group of vertebrae support the head and neck?  
    (A) Cervical  
    (B) Coccygeal  
    (C) Lumbar  
    (D) Thoracic
2. Passive movements may be performed in therapy  
    (A) at any time.  
    (B) in painless conditions.  
    (C) in painful conditions.  
    (D) under no circumstances.

**ANSWERS TO SAMPLE QUESTIONS: 1-A; 2-B**



## UTAH LAWS AND RULES/MESSAGE THEORY EXAMINATION APPLICATION FORM

This application must be submitted to Thomson Prometric with the examination fee.

*Note: The examination must be successfully completed prior to submitting your Application for Licensure.*

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Social Security No.: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

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### EXAM AND FEES (fees may be subject to change)

Exam	Exam Fee
Utah Massage Theory Examination	\$60
Utah Massage Laws and Rules Examination	\$60

Payment may be made by cashier's check, money order, Visa or MasterCard, payable to Thomson Prometric. To pay by credit card, complete the information below.

Card Type (Circle) Visa      MasterCard	Card Number	Expiration Date (month/year)
Name of Cardholder (Print)		Signature of Cardholder

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### REGISTRATION

**By Internet:** If paying with Visa or MasterCard, you may register online at [www.experioronline.com](http://www.experioronline.com).

**By Mail:** Send this completed form with the appropriate fee(s) to:

**Thomson Prometric**  
**ATTN: UT Massage**  
1260 Energy Lane  
St. Paul, MN 55108

**By Fax:** If paying with Visa or MasterCard, you may fax your registration to 800.347.9242.

**By Phone:** If paying with Visa or MasterCard, you may register by calling 800.882.3981.

Signature of Candidate: \_\_\_\_\_ Date: \_\_\_\_\_